

MOTION BY SUPERVISOR YVONNE B. BURKE

November 16, 2004

The Chief Administrative Office (CAO), as a result of my motion, performed a review of the Consumer Affairs Department Small Claims Court Advisor Program's workload and need for additional staffing. The Small Claims Court Advisor Program provides counseling to small claim litigants with regard to court rules, venues, service of process, collections and appeals. The services provided not only benefit the small claim litigant, but also serve to expedite the court hearing process.

Based on the review, the CAO and Consumer Affairs Department reports that an average of 20% of the 5,700 telephone calls per month are abandoned before speaking to a counselor due to the long wait time. Also, the Consumer Affairs Department believes that the high volume of calls is due to a lack of service hours provided at the courts. Currently, services are provided only once a week to six of the twenty-four Small Claims Courts.

**I, THEREFORE, MOVE THAT** an amount of \$38,000.00 be transferred from the P.F.U. to finance one additional Small Claims Court Advisor position in the Consumer Affairs Department.

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YBB:CT:dm(consumeraffairsreport)

MOTION

MOLINA	_____
BURKE	_____
YAROSLAVSKY	_____
ANTONOVICH	_____
KNABE	_____